

DOCKET NO.: 119645-00103.118
Application No.: 09/690,566
Office Action Dated: August 18, 2008

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Michael P. Lilly, *et al.* Confirmation No.: 1577
Application No.: 09/690,566 Group Art Unit: 3623
Filing Date: October 17, 2000 Examiner: Van Doren, Beth
For: System and Method for Determining and Reducing Customer Service Impact

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

<i>Electronic Filing</i>	
I hereby certify that this paper (along with any referenced attachments) is being transmitted via the USPTO electronic filing system in accordance with 37 CFR § 1.6(a)(4).	
Dated:	January 21, 2009
Signature:	 Rachel M. McGuinness

REPLY PURSUANT TO 37 CFR § 1.116

In response to the Official Action dated August 18, 2008, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- Amendments to the Specification begin on page ___ of this paper.
- Amendments to the Claims are reflected in the listing of the claims which begins on page 2 of this paper.
- Amendments to the Drawings begin on page ___ of this paper and include an attached replacement sheet.
- Remarks begin on page 17 of this paper.